

**AMENDMENTS TO THE CLAIMS:**

Claims 1-12 (Cancelled).

13. (Currently Amended) A system for supervising and supporting customer services offered to a contracted ~~dwelling-house~~ home over a communication network by a service provider, and a supervisory server equipped on the communication network, said system comprising:

a home information communication terminal unit connected to an indoor communication network which is laid in each contracted ~~dwelling-house~~ home, for receiving a desired service said service provider by executing a service application program prepared in advance ~~[[,]]~~ ;

a service communication server equipped on said service provider side, for providing various customer services to said contracted ~~dwelling-house~~ home over said communication network; and

a supervisory server for allowing said communication server to access to said home information communication terminal unit when identifying its authentication but for rejecting it when not identifying its authentication, when receiving an access request from said service communication server, said supervisory server ~~monitoring watching~~ communication ~~between said service communication server associated with at least one of said communication server of said service provider~~ and said home information communication terminal unit of ~~said each home contracted dwelling-house~~, thereby judging whether or not said customer service offered by said service communication server through said home information communication terminal unit is normally offered to said contracted ~~dwelling-house~~ home of which home information communication terminal unit is accessed by said communication server of said service provider, wherein :

said service communication server controls said home information communication terminal unit ~~is operated~~ by a transmission and management software ~~for controlling said home information communication terminal unit, which is provided supplied~~ from said supervisory server side in order to provide customer service;

said home information communication terminal unit executes a normal mode to ~~watch~~ monitor at least one of the operation and the movement of in a living facility connected to said indoor network laid in each contracted ~~dwelling-house~~ home, and interrupts said normal mode to execute an emergency mode for performing necessary remote control for said living facility when receiving an emergency direction from said supervisory server; and then sends back person's in or out information judged from the operation and measurement in a living facility; and

said supervisory server executes necessary operation by remotely controlling said home information terminal unit depending on person's in or out information, ~~service communication server~~ imposes service charge for said customer services through said home information communication terminal unit on each contracted ~~dwelling-house~~ home and further imposes authorization fee and access fee for said services communication server on said service communication provider.

14. (Currently Amended) The system of claim 13, wherein:

said home information communication terminal unit periodically monitors at least one of the operation and the movement in of a living facility connected to said indoor network laid in said contracted ~~dwelling-house~~ home and automatically reports to said supervisory server in case of abnormality.

15. (Previously presented) The system of claim 13, wherein:

said home information communication terminal unit has a temporary memory in which related data on customer service provided by said service provider and information data for setting the environment of said home information communication terminal unit are stored, and wherein said home information communication terminal unit sends out data stored in said temporary memory as backup data to said supervisory server every predetermined period.

16. (Currently Amended) The system of claim 13, wherein:

said supervisory server aggregates and records service charges for said each contracted ~~dwelling-house~~ home, when said contracted ~~dwelling-house~~ home receives

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customer service from said service provider through said home information communication terminal unit.